

What do you need to know about the new email archiving system?

How is the new system going to work?

1. What are the default retention periods and who is in them?

Elected officials, department heads and attorneys' offices (city and county) will be put into the default 10 year retention category.

All other employees will be placed into the default 5 year retention category. Department heads may request that certain employees be moved into the 10 year group based on their job requirements.

- a. How do you get placed into a different default group?

A department head may request that a staff member be moved into the 10 year default group. This can be accomplished by an email to the Helpdesk. However, no one can be moved from the 10 year default group to the 5 year default group.

- b. Do you need to do anything to have an email archived?

No, once Retain has been added to GroupWise, it will automatically archive all emails sent and received unless you delete them within 5 days of receiving/sending them.

Appointments will not be archived unless the department head requests this by email to Art Pembroke. Art will forward request to Ron or Eric for final approval.

2. What about the junk email you receive?

An employee may delete an email (send it to trash) and not have it archived if:

- a. The email has no defined retention requirements and does not pertain to the work done by the employee.
- b. The email must be deleted within 5 days of when it is received. If not deleted, the email will be archived and will no longer be available for permanent deletion.

The deletion of junk mail as noted above is only being allowed to avoid the storage space and costs associated with archiving junk mail or email that is not related to the business of the City and/or County.

3. How long do you have before an email is archived?

You have 5 days to move email to your cabinet or trash before it will be archived. Once it is archived, you will not have the ability to move it within the archive.

4. How do the alternate retention folders work?

Three (3) new folders have appeared in your GroupWise Cabinet:

Permanent

Ten Year

Seven Year

Employees may categorize emails using the alternative retention categories based on the record retention requirements of that email as identified in the records retention schedules.

No employee should retain an email beyond its retention requirements unless it is required for legal reasons (litigation hold or ongoing activity).

The use of an alternative retention period must happen before the email is deleted (moved to trash) or you will not be able to change it.

If you want to retain an email for one of these periods of time instead of your default period, just drag the email into the folder within 5 days of receiving or sending it.

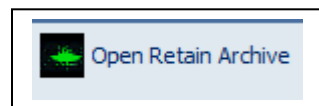
5. Changes to your mailbox size and attachment limits.
To allow the mailbox to keep email for 5 days before being archived, your mailbox has been increased from a 100 MB limit to a 200 MB limit. You can see this for yourself by left clicking on the "Mailbox Size: __%" on your GroupWise status bar (lower right corner).

How do you use the new Retain archive?

1. Instructions on how to use Retain are located at <http://www.lccountymt.gov/it/email-archiving.html> Contact Ellen (447-8360) if you have any questions on how to use Retain.
2. On the first day of being live on Retain, you will notice your whole mailbox with all cabinet folders (but not your calendar) are archived. The next archive date will be 5 days later so you have those days to create a routine of placing those unneeded e-mails into the trash.
3. Contact the HelpDesk for assistance (447-8300) if you have any computer problems after the Retain migration.

How will you access your new Retain archive?

1. When you are in GroupWise 2012, you can click on the Retain button in the GroupWise toolbar.
2. You can access the web page anytime you have access to the Internet:
Go to this web address (URL) - <http://retain.lccountymt.gov/RetainServer/Manager> - and login with the same username and password that you use to login into your computer each day.



What will happen with your old archive?

1. Will it still be visible? The archive may still be visible, however it will be deleted some time before June 1, 2014.
2. Can you still archive to it?
Auto archive will be disabled and you will not be able to archive anything to the old archive once the Retain button appears on your GroupWise screen.
3. The HelpDesk will create an Archive to Go CD or DVD (depending on the size of your archive) that will enable you to see the archive messages and appointments currently in your archive. Without this program, you will not be able to read the messages or appointments.

Two copies of the Archive-To-Go media will be created – one will be given to you and one will be given to the city or county records retention designee.

4. Can your old archive be migrated into the new system?
If you want your old archive to migrate into the new Retain archive, you can send a request to Art Pembroke and he will forward the request to Ron Alles or Eric Bryson for approval.

Both have stated they do not plan to approve many requests due to size constraints of the new archiving system.

Help for Understanding the Retain Look and Feel document is located on the County web page - <http://www.lccountymt.gov/it/email-archiving.html>

Contact the HelpDesk for assistance (447-8300) if you have any computer problems after the Retain migration or contact Ellen Bell (447-8360) if you have any questions on working with Retain.